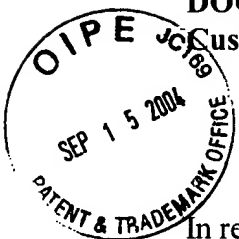


#23

DOCKET NO.: 11159ROUS01U (NORT10-00137)

PATENT

Customer No.: 33000



IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of : K. Scott Ramey, et al.

RECEIVED

U.S. Serial No. : 09/414,590

SEP 17 2004

Filing Date : October 8, 1999

Technology Center 2100

Title : METHOD, APPARATUS AND ARTICLE OF
MANUFACTURE FOR WEB-BASED CONTROL
OF A UNIFIED MULTI-SERVICE
COMMUNICATION SYSTEM

Group Art Unit : 2154

Examiner : L.D. Donaghue

MAIL STOP PETITIONS

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

PETITION TO WITHDRAW HOLDING OF ABANDONMENT

In response to the Notice of Abandonment mailed September 7, 2004, Applicant submits this
Petition.

An Amendment and Response to Office Action was mailed to the United States Patent and
Trademark on April 14, 2004. The Certificate of Mailing was signed by Kathy Hamilton and the
undersigned attorney of record, April 14, 2004. A copy of the documents as filed are attached
hereto.

Also attached hereto is an executed Statement of Kathy Hamilton explaining the steps taken to timely file the Amendment and Response to Office Action in the above-identified matter.

Finally attached hereto is a Detail Report indicating that postage (\$1.52) and photocopies (\$6.00) were charged to matter number NORT10-00137 on April 14, 2004.

Applicant respectfully requests that the holding of abandonment be withdrawn and the application be allowed to pass to issuance.

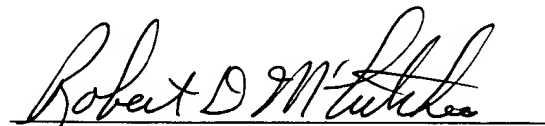
While no fee is believed to be due for the filing of this Petition, the Commissioner is authorized to charge any additional fees or credit any overpayment of fees due by virtue of this Petition to DAVIS MUNCK Deposit Account No. 50-0208.

If the Examiner requires any further assistance in this matter, the Applicant respectfully invites the Examiner to contact the undersigned at the telephone number indicated below or at *rmccutcheon@davismunck.com*.

Respectfully submitted,

DAVIS MUNCK, P.C.

Date: 9/10/2004



Robert D. McCutcheon
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MAIL STOP PETITIONS

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

Sir:

STATEMENT OF KATHY HAMILTON

I, Kathy Hamilton, hereby attest on a personal knowledge basis to the timely mailing of the Amendment Transmittal Letter, Amendment and Response to Office Action, Certificate of Mailing by First Class Mail, check in the amount of \$416.00 for the additional claims fee, and a return postcard receipt on April 14, 2004, and make the following Statement in support of the Petition to Withdraw Holding of Abandonment:

In response to the Office Action dated January 14, 2004, I placed with the United States Postal Service the Amendment Transmittal Letter, Amendment and Response to Office Action, Certificate of Mailing by First Class Mail, check in the amount of \$416.00 for the additional claims

fee, and return postcard, addressed to Mail Stop Fee Amendment, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450. Copies of the executed paperwork are attached to the Petition to Withdraw Holding of Abandonment filed concurrently herewith.

Also attached hereto is a User Detail Report indicating that postage (\$1.52) and photocopies (\$6.00) were charged to NORT10-00137 on April 14, 2004.

Respectfully submitted,

DAVIS MUNCK, P.C.

Date: Sept 10, 2004

Kathy Hamilton
Kathy Hamilton